

FIRE PREVENTION PRACTICE #3.4

August 25, 1999

TO: All Fire Prevention Personnel

FROM: Steve Zaccard, Fire Marshal

SUBJECT: CONSULTATION/COMPLAINT FORM

"THIS PRACTICE IS TO SERVE AS A PROCEDURAL GUIDE FOR YOU TO FOLLOW. EXCEPTIONS TO THIS PRACTICE SHALL BE APPROVED BY THE FIRE MARSHAL THROUGH YOUR SUPERVISOR".

The computer-generated consultation/complaint form that inspectors receive is used to record complaints from various sources, such as the Mayor's Complaint Office, other City Departments, and Fire Captain referrals. (See attached.) On the top section of the form, fill in any information omitted or change incorrect information.

Complaints should be responded to no later than the "priority" assigned by the supervisor. If you cannot respond to complaints or reinspections in a timely manner, you must request that your supervisor assist by re-assigning the complaint.

Complainant information including the name, address, and phone number of the complainant, is classified as "Confidential Data" by the Data Practices Act and **MUST NOT BE REVEALED**. When another department needs to respond to a complaint received in Fire Prevention, circle the "Y" under "TRANSFER COMPLAINT TO ANOTHER DEPARTMENT", and write in the name of the appropriate department. Supervisors use the "PRIORITY" section to set time limits for the initial response to a complaint. Other than for Fire Captain referrals, it is not necessary to duplicate your response on another form.

Under the "FC" column, write in the letter code (such as "B" for Business) that describes that particular occupancy type being inspected. Use the "VIOLATION CODE" column to enter the complete code section for each of the violations cited. Write in your order to the owner in the "VIOLATIONS DESCRIPTION" column. When a complaint needs to be referred to another City Department for action, in addition to our response, circle "Y" and write in those departments' names under "ADD DEPARTMENTS". Complete the time and mileage section as this information will be recorded directly from the form.

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Route to your supervisor all complaints to which you have responded. Supervisors will keep a "Complaints Responded To" basket for the forms in a convenient place in their office.

For consultations, use a blank Consultation/Complaint Form from the supply cabinet. Circle the "CONSULTATION" part of the title. Consultations will neither be pre-printed by, nor entered into, the computer. Any orders generated from a consultation requiring a letter and reinspection must be converted to, and treated as, a complaint.

Attachment

cc: Gary Trudeau
Cindy Menten

Issued: 9/1/91

Latest Revision: 8/25/99